

Environmental Investigation Agency



Mary Rice
Executive Director

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“With rapid growth underlining the necessity of ensuring organisational effectiveness, the Environmental Investigation Agency (EIA) recognised the need to recruit external support to help us navigate the process and deal with anticipated challenges.

The principal intention was to facilitate a change and transition programme focused on strategy, culture and structure, whilst strengthening leadership and teamworking, to ensure that the organisation was future proof.

At the end of 2021 EIA UK appointed Caplor Horizons to be our partners in this endeavour and at the beginning of 2022, we kickstarted the process. This began with the launch of a series of online and in person meetings with staff and trustees.

Over the course of 2022, Caplor Horizons were pivotal in facilitating a comprehensive and consultative process resulting in a defined aspirational organisational culture, renewed strategy and clear workplan; also coaching sessions were integrated for key staff.

In early 2023, progress was made on introducing a new organisational structure, again the result of a participatory approach.

At every stage of the process to date, Caplor Horizons have been pivotal in supporting EIA and facilitating meetings and workshops, providing team development and working towards generating a transitional way forward.

From the outset Caplor Horizons have shown themselves to be trustworthy and invested partners and valuable allies, quickly getting to grips with the complex history and work of EIA.

They have demonstrated a high standard of professionalism at every stage of the journey to date and the team have provided exceptional guidance along with flexibility, reliability and commitment which has made EIA UK staff feel safe and supported throughout the process.

Their detailed reports with achievable action plans have helped to turn an overwhelming set of tasks into a much more realisable, integrated project.

Caplor Horizons will continue to work with EIA UK to help deliver a way of working that will secure EIA’s longevity.

Whilst there is still work to be done, EIA UK look forward to reaching their strategic goals with the continued partnership of Caplor Horizons.”